



Sample - Executive Summary Report

Executive Summary Report: **Sample - Executive Summary Report**
 Created: **3:37:05 pm 23-Jun-07**
 For **all machines** in the group **ehealth**
 For data collected in the last **30** days

Client Information

Contact Person	Sample Client
IT Manager	Carmen DeRosa
Servers Managed	1
Workstations Managed	9
Total Systems Managed	10

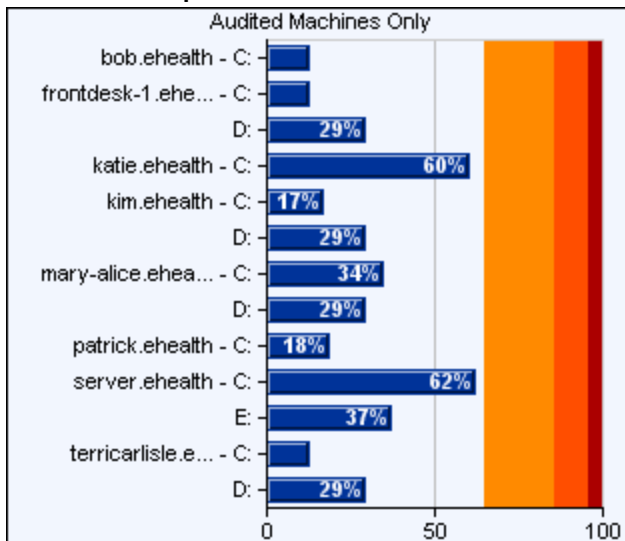
System Activity Last 30 Days

Patch Scans Completed	305
Patches Installed	93
Audits Completed	900
Backups Completed	8
Spybot Cleans	0

Ticket Status

Tickets Created Last 30 Days	3
Total Tickets Past Due	1
Tickets Closed Last 30 Days	2
Total Closed Tickets	2
Total Open Tickets	1

Disk Space Used



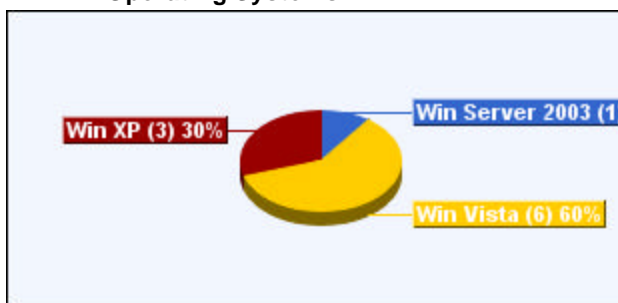
Network Health Score

Patch Score	35%	* 1/7
OS Score	100%	* 1/7
Disk Score	100%	* 1/7
Ticket Score	98%	* 1/7
Event Log Score	100%	* 1/7
Backup Score	50%	* 1/7
Alarm Score	0%	* 1/7

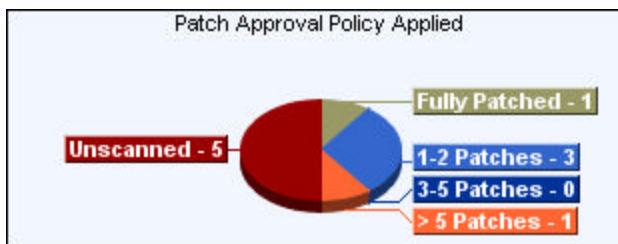


69%

Operating Systems



Patch Status



Alarm Notifications

Alert	New Agent Installed	9
Alert	Application Change	11
Alert	PCI Configuration Change	7
Alert	Disk Configuration Change	7
Alert	Agent Offline	5
Alert	Agent Online	4
Agent Set	<input checked="" type="checkbox"/> Disk Monitoring	99
	No SNMP Alarms Found	0
	No System Check Alarms Found	0

License Summary

Servers		
Windows 2003	Server R2 Standard Edition Service Pack 1 Build 3790	1
Total		1

Workstations		
Windows Vista	Business Edition Build 6000	1
Windows Vista	Ultimate Edition Build 6000	5

Windows XP	Professional Edition Service Pack 2 Build 2600	3
Total		9

Microsoft Office Licenses	
Office 2007	0
Office 2003	5
Office XP	0
Office 2000	0
Office 97	0
Total	5

How To Read This Report:	
System Activity	<ul style="list-style-type: none"> • Patch Scans Completed – The total number times machines have been scanned for installed and missing security patches. • Patches Installed – The total number of security patches that have been installed on machines. • Audits Completed – The total number of times machines have been audited for hardware and software changes. • Backups Completed – The total number of times machines have been successfully backed up.
Ticket Status	This section provides a quick overview on the status of Help Desk Tickets. A good status indication is that there are no overdue tickets and more closed tickets than open tickets.
Disk Space Used	Displays the percentage of hard drive space used on either all machines or just servers. These relate to network drives or shared folders. A good status indicator is that the space used is less than 75%.
Network Health Score	This is a weighted average calculation that provides an <i>At a Glance</i> overall all network health score. Individual items are scored 0% (lowest) to 100% (highest). Scores are totaled, averaged and weighted to generate a percentage.
Operating Systems	Displays the different Windows operating system platforms installed on machines in the network. A good status indicator is that all mission critical machines or server have Windows 2000 or higher installed.
Patch Status	Displays the current amount of patches needing to be installed on machines in the network. A good status indicator is zero un-scanned machines and a very low number of machines missing patches.
Alarm Notifications	Displays the total number of each alarm notification generated. Alarms are not generally bad or good. Alarms are the result of proactive monitoring of key system elements. Alarms provide the basis for behind the scene actions that keep the network healthy and operational.
License Summary	Displays the total of all Microsoft Server, Workstation and Office licenses.